

Professional and Managerial Branch  
Water Utilities Administration Group  
Professional Engineer Series

E.P.W.U. CHIEF OPERATION OFFICER

5/97

### *Summary*

Under administrative direction, manage and coordinate Water Utility water and sewer systems operations and maintenance and related functions through subordinate division and section heads.

### *Typical Duties*

Plan, develop, organize and integrate water and sewer treatment plant, distribution and collection system and central laboratory operations, fleet operations and maintenance, building and grounds maintenance; and industrial pretreatment and water reuse programs. Involves: guiding subordinate divisions and sections in defining operational objectives and desirable service levels; developing short and long term goals and performance standards, and treatment plant, sludge facilities and other capital improvement plans, and related planning elements; ensuring that project development proceeds in an orderly and timely manner through contract award and construction; working with division and section managers to identify opportunities for improvement in water and sewer services consistent with community needs; obtaining and ensuring compliance for necessary water and wastewater regulatory permits and reporting requirements of state and federal regulatory agencies; assisting the General Manager by effectively formulating operational policies and developing related long range strategies.

Implement, coordinate and assess administration of subordinate organizations. Involves: monitoring work progress and performance to identify problem areas and opportunities for improvement; determining needs and allocating resources; guiding preparation of budget requests; coordinating environmental compliance activities among various divisions and sections; conferring with division and section managers to define the need for corrective action when appropriate; informing the General Manager in a timely manner of such problems and recommending solutions; analyzing personnel, equipment, supplies and maintenance costs, and justifying deviations from forecasts in accordance with established financial policies, accepted engineering standards and procedures for controlling utility's receipt, allocation and expenditure of budgeted funds; conducting and analyzing technical research to advise the General Manager on operational matters such as status of water and sewer services and projects, toxicity reduction, storm water permitting, plant air emissions, fleet operations and maintenance and building and grounds maintenance issues and utility compliance with environmental regulations; ensuring that local industries comply with industrial wastewater pretreatment program; investigating alleged water and sewer permit violations, and reporting results of investigations to General Manager.

Supervise supervisory and nonsupervisory engineering, technical, administrative and clerical personnel. Involves: scheduling work to expedite flow and balance loads; assigning duties, and issuing written and oral instructions; checking work for service effectiveness, quality and quantity acceptability, and policy and procedural conformance; guiding subordinates to overcome difficulties encountered, correct errors and rectify complaints; appraising performance of direct reports and reviewing employee rating by subordinate supervisors; coaching to motivate competency improvement and career advancement; arranging for or conducting internal orientation, job training, employee development activities; enforcing personnel rules and regulations, and conduct, courtesy, attendance, appearance and safety standards; maintaining harmony among employees, and resolving second step grievances; participating in interviewing and hiring applicants; recommending employee commendation, pay adjustment, transfers, discipline and termination and staffing level changes and job designs.

Perform miscellaneous related general managerial and professional engineering functions as required. Involves: serving as deputy general manager, as delegated, or substituting for other functional officers regarding designated issues, if assigned, and substituting for subordinates during temporary absences to maintain continuity of services; coordinating engineering support, annual budget preparation, long range planning and capital improvements, including funding, with other top management in organization; participating in conferences and appearing before legislative and regulatory bodies to testify and report on Utility operational, planning and results issues.

### *Minimum Qualifications*

Training and Experience: Graduation from an accredited college or university with a Bachelor's Degree in Civil, Sanitary, Environmental Engineering or closely related field and ten (10) years of increasingly responsible professional experience in water and sewer utility operations, including five (5) years managing and administering a major operating program or phase or activities for an organization with diverse operations or multiple locations, or an equivalent combination of training and experience.

**Knowledge, Skills and Abilities:** Comprehensive knowledge of: administrative, budgetary and managerial policies and procedures applied to water utility operations; design and construction of water and wastewater treatment, distribution and collection systems; water distribution and sewer collection system construction, operation, maintenance and repair; water and sewer treatment plant operations and maintenance requirements; legal and financial issues affecting water and sewer utility, including federal, state and local permitting requirements; public relations and project management.

**Ability to:** plan, direct, supervise and coordinate the work of a large staff engaged in diverse programs and projects to ensure or improve effectiveness and efficiency of a multi-division operation; read and comprehend common technical, financial and legal documents; apply established mathematical and statistical techniques to analyze data in practical situations; define problem dealing with several abstract and concrete variables; collect and interpret an extensive variety of technical data and instructions, draw valid conclusions and initiate action to recommend, initiate and direct ongoing utility water and sewer operations; related fleet and facility needs assessments and capital improvement program; impartially and firmly exercise authority through subordinate supervisors to enforce personnel safety rules and regulations and provide leadership to motivate productivity and cooperation of individuals or teams of various types to render quality and timely service; establish and maintain effective working relationships with City officials, consultants, contractors, other agencies, civic organizations and the general public using diplomacy in complicated situations involving common operational and management issues such as when responding to inquiries or complaints, negotiating business deals or resolving internal conflicts; express oneself clearly and concisely, orally and in writing to analyze and persuasively explain complex operational and regulatory standard practices in reports, correspondence, speeches and discussions.

**Skill in:** safe use and care of personal computer or network work stations, including work processing, database and spreadsheet software programs.

**Physical Requirements:** Occasionally inspect facilities and work sites which involves moving about uneven terrain, climbing ladders, bending and stooping and exposure weather and other adverse working conditions.

**Licenses and Certificates:** Registration as a Professional Engineer in the State of Texas or professional registration in another state and have the ability to receive a Texas Registration within one (1) year of the date of hire; Texas Class "C" Driver's license or equivalent license issued by another state.

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Director of Personnel

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Department Head